

Claims:

- 1           1.       A system for guiding a user through a complex process having a plurality of steps  
2   at each of which the user is required to make a decision, the system comprising:  
3           a logical structure for representing the steps of the process, each node of the structure  
4   representing a step in the process and one or more of the steps presenting alternatives to the user  
5   requiring the user to make a decision;  
6           one or more guidance pages attached to each node of the structure, the guidance pages  
7   providing the user of the system with guidance about how to make decision at the current step of  
8   the process;  
9           means for gathering the user responses to each step in the process to generate process  
10   information; and  
11           means for recommending an action to the user based on the process information.
- 1           2.       The system of Claim 1, wherein each guidance page further comprises one or  
2   more page fragments which include fragment data and a fragment precondition, a page fragment  
3   being shown to the user of the system only if the fragment precondition is met.
- 1           3.       The system of Claim 1, wherein the structure comprises a decision tree having one  
2   or more nodes which represent each step of the process.
- 1           4.       The system of Claim 1, wherein the structure comprises a decision matrix.

1           5.       The system of Claim 2, wherein the process comprises a human resources process.

1           6.       The system of Claim 5, wherein the process comprises an attendance management  
2 process.

1           7.       The system of Claim 5, wherein the process comprises a compensation planning  
2 process.

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8.       A method for guiding a user through a complex process having a plurality of steps  
at each of which the user is required to make a decision, the method comprising:  
guiding the user through the process using a logical structure for representing the steps of  
the process, each node of the structure representing a step in the process and one or more of the  
steps presenting alternatives to the user requiring the user to make a decision;  
providing guidance about a decision in the process using a guidance page attached to a  
node of the structure;  
gathering the user responses to each step in the process to generate process information;  
and  
recommending an action to the user based on the process information.

1           9.     The method of Claim 8 further comprising generating the guidance page from one  
2 or more page fragments which include fragment data and a fragment precondition, a page  
3 fragment being shown to the user of the system only if the fragment precondition is met.

1           10.    An apparatus for guiding a user through a process having a plurality of steps, the  
2 apparatus comprising:

3           a logical structure for representing the steps of the process, each node of the structure  
4 representing a step in the process and one or more of the steps presenting alternatives to the user  
5 requiring the user to make a decision;

6           a database containing one or more page fragments having an associated fragment  
7 precondition, the page fragment being placed within a guidance page when the precondition is  
8 met; and

9           means for generating a guidance page for a process step based on the page fragments.